

**We're Hiring!**



## **FACILITATOR**

<b>Posting Requisition</b>	22521	<b>Program</b>	<i>WorkBC Employment Services</i>
<b>Job Type</b>	<i>Regular, Full-time</i>	<b>Location</b>	<i>Surrey, BC</i>
<b>Hours of work</b>	<i>35 hours per week</i>	<b>Closing Date</b>	<i>February 23, 2024</i>

**Salary - \$28.93 hourly (subject to our funding model)**

Options Community Services is a non-profit registered charity providing social services primarily in Surrey, Delta, White Rock and Langley. We believe in helping people help themselves. We believe in collaborating with individuals, businesses, community groups and government to create focused, effective and responsive resources for the community.

The Facilitator is responsible for assisting job seekers in a pro-active job search for achieving sustained employment outcomes by utilizing all three service delivery channels - Outreach, Virtual and WorkBC Centres. Through these three channels the Facilitator provides a positive, professional learning environment, fostering a client centered approach and assists in the achievement of goals specified by Options Community Services (OCS) and the funder.

### **ACCOUNTABILITIES**

- Organize, develop and facilitate job search client workshops via “in-house” and “virtual” means intended to assist the re-employment success of those attending.
- Create workshop schedules and track workshop attendance, ongoing follow-up and progress of clients.
- Conduct workshops through all three delivery channels - Outreach, Virtual and WorkBC Centres.
- Assess learners' skills and abilities for online learning and deliver workshops virtually
- Make reminder calls and follow-up with all workshop participants.
- Work one-to-one with clients to support and strengthen self-marketing approaches including: targeted resumes, cover letters, interviews, and networking.
- Build connections within the community for the purpose of marketing clients and branding of the program.
- Arrange group activities for clients in follow-up for maintaining regular contact.
- Work collaboratively as a member of the team to achieve performance measures and program outcomes / assist with 4, 24 and 52 week employment follow-up.
- Perform other duties as assigned.

### **QUALIFICATIONS**

#### **Education, Training, and Experience:**

- Career Development Practitioner Certificate from an accredited college or equivalent combination of education and experience within the employment field.
- Job Club Leadership and Personality Dimensions training is an asset.
- Well-developed group and one-to-one facilitation skills - knowledgeable of small group dynamics.
- Advanced Microsoft Office knowledge / experience.
- Highly developed resume writing / editing skills with excellent knowledge of current resume trends.
- Proven experience in designing and developing workshops for job seekers via classroom and virtual settings.

***We are an equal opportunity employer committed to hiring a diverse workforce***

Posted: 24-Feb-14

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#### **Skills and Abilities:**

- Flexible and committed to working in a team to achieve sustainable outcomes and targets - 'can do', 'will do' attitude.
- Comfortable working in a performance based work environment with strong emphasis on sustained employment outcomes.
- Able to identify sensitive issues and maintain confidentiality.
- Must be sensitive to and respectful of cultural and lifestyle diversity.
- Excellent knowledge of Labour Market trends, employment and non-employment related services in the community.
- Exceptional communication and listening skills to ensure clients feel respected, heard and supported.
- Strong interpersonal skills and confidence in dealing with difficult clients
- Experience in motivating and supporting clients in job search activities.
- Proficient in creating and formatting targeted resumes utilizing current industry standards
- Capable in relating to a diverse clientele and sincere appreciation for a multi-cultural environment.
- Strong ethics around confidentiality and the ability to identify sensitive issues.
- Organized and comfortable working in a multi-tasked, fast-paced environment
- Second language is an asset.
- Knowledge of Moodle and Zoom technologies to facilitate webinars and synchronous and asynchronous virtual services is an asset

#### **SPECIAL REQUIREMENTS**

- Successful candidates will be required to provide a current and satisfactory Criminal Reference Check / Vulnerable Sector search preceding their start date.

*\*An eligibility list may be maintained for up to six months. Eligible applicants may be offered a casual position.*

#### **PLEASE APPLY TO:**

Glynis Soares, Program Manager

Options Community Services Society

Email: [employmentservices@options.bc.ca](mailto:employmentservices@options.bc.ca)

**Please include a cover letter clearly indicating the posting number [posting #22521] and outlining your qualifications and related experience for the position.**